

COMPLAINT/GRIEVANCE CODING SYSTEM

Consumer Name: _____
Consumer Case I.D. #: _____
Agency: _____

1. ACCESS ISSUES

- a. Service is not available or accessible
- b. Service unavailable in consumer’s language
- c. Psychiatric appointments are not prompt
- d. Available financial services not responsive to consumer’s need
- e. Other_____

2. SERVICE NOT AVAILABLE

- a. Lack of continuity and transitional support to a consumer coming back to the community
- b. Lack of activities
- c. Consumer sent out of state because service not available in Washington
- d. Consumer does not get out-of-state placement, but needs it
- e. Services provided do not match minority or underserved population needs
- f. Services not available in consumer’s language
- g. Payee not available
- h. Case manager not available or accessible
- i. Other_____

3. SERVICE DENIED

- a. Service requested by consumer not authorized by The RSN
- b. Social/Community activities restricted
- c. Other_____

4. PROVIDER CONCERNS

- a. Improper response to emergencies or accidents
- b. Consumer not informed of mental health policies and rights
- c. Grievance procedure and/or option not explained to consumer
- d. Retaliation for complaints or questions
- e. Access to own records denied
- f. Service does not match underserved needs
- g. Promptness of appointments including MD
- h. Physician or staff inaccessible or unresponsive
- i. Problems scheduling visits
- j. Treatment provided not adequate to meet needs

- k. Medication administered by inappropriate staff
- l. No effort to help consumer become independent and care for own illness
- m. Not responsive to consumer needs
- n. Charged for a service not provided
- o. Misuse of the consumer’s funds
- p. Access to consumer’s money denied
- q. Payee not available
- r. Insufficient staffing
- s. Staff training is not adequate
- t. Staff attitude is poor or inappropriate
- u. Other_____

5. FAMLY COMPLAINTS

- a. Other_____

6. INTRA-SYSTEM PROBLEMS

- a. Lack of a continuity/transitional services to home/community
- b. Lack of continuity among multiple providers
- c. Children sent out of state for treatment
- d. Disagreement with decision of PHP
- e. Resource Management
- f. Lack of connection between MH/Justice
- g. Lack of continuity between in-County and out of County provider.
- h. Other_____

7. Quality of Services

- a. Not listened to
- b. No agency individualized and tailored care
- c. Not involved in treatment plan development
- d. Treatment plan not followed or inadequate
- e. Other lack of follow through
- f. Treatment plan not responsive to need
- g. Treatment not appropriate
- h. Lack of continuity of care
- i. Lack of transition to home/community
- j. Lack of activities
- k. Restraints used improperly
- l. Services are inaccessible (ADA based)
- m. No referral to new service on termination
- n. Physicians appointments are not prompt
- o. Clinicians appointments are not prompt
- p. Physician is inaccessible or unresponsive
- q. Clinicians are inaccessible or unresponsive
- r. Problems scheduling physician/clinician appointments
- s. Psychiatric treatment is not adequate to meet need
- t. Clinical treatment is not adequate to meet need

- u. Consumer not informed of diagnoses/prognosis
- v. Agency not responsive to consumer’s needs
- w. Over-sedation
- x. Forced into payeeship when not needed
- y. Access to own money denied

8. DIGNITY/RESPECT ISSUES

- a. Retaliation for complaints or questions
- b. Service does not match underserved needs
- c. Confidential records or information shared with others
- d. Not treated with dignity and respect
- e. Inaccessible or unresponsive physician
- f. Consumer not informed of diagnoses/prognosis
- g. Staff attitude
- h. Other_____

9. CRISIS

- a. Poor attitude of staff
- b. Lack of or no follow-up
- c. Agency not responsive to consumer needs
- d. Other_____

10. LEGAL

- a. Forced into treatment by case manager
- b. Wrongful death/homicide
- c. Restraints used improperly
- d. Services are inaccessible (ADA)
- e. Not appropriately informed of consumer rights
- f. Not informed of mental health policies
- g. Grievance procedure not explained
- h. Retaliation for complaints of questions
- i. Access to own records denied
- j. Confidential records of information shared inappropriately with others
- k. Physical or sexual abuse by an employee or volunteer
- l. Mental or verbal abuse by an employee or volunteer
- m. Religious discrimination or restriction
- n. Race, sexual orientation or sex discrimination
- o. Right to refuse treatment taken away illegally
- p. Medication not given according to orders
- q. Medication administered by inappropriate staff
- r. No explanation given regarding effects or side effects of medication.
- s. Forced into payeeship when not needed
- t. Charged for service not rendered
- u. Misuse of consumer’s personal funds
- v. Access to own money denied
- w. Consumer to consumer abuse
- x. Other_____

11. NON-MENTAL HEALTH SYSTEM

- a. Lack of transition to community/home
- b. Children sent out of state for treatment but does not need to be
- c. Child needs out of state placement but does not get it
- d. Other_____

12. MISCELLANEOUS

- a. Activities not of own choice
- b. Shortage of medication
- c. Other_____

13. HOUSING

- a. Not being consulted prior to new roommate
- b. House meetings not being held/attended by CM
- c. Issues not being addressed by CM
- d. Concern regarding or questionable eviction
- e. Lack of coordination with VHA
- f. Other

14. RESIDENTIAL/INPATIENT ISSUES

- a. Use of possessions restricted
- b. Consumer’s personal items lost, stolen or used by others.
- c. Mail opened/not given to consumer
- d. Use of possessions restricted
- e. Residential staff not available or accessible
- f. Facility is not clean or has stench
- g. Facility has safety issues
- h. Facility infested with insects/vermin
- i. Special diet not provided in residential facility
- j. Concern about sanitation/food handling
- k. Visiting hours in residential program are not flexible
- l. Roommate conflict
- m. Chores given as punishment
- n. Problems with cleanliness/orders
- o. Residents are restricted to the facility
- p. Lack of storage space (amount/available)
- q. Kept in facility against will
- r. Food quality, temperature and variety
- s. Food quantity, nutritional balance
- t. Meal schedule/insufficient time
- u. Special diet not followed/provided
- v. Sanitation, food handling problems
- w. Curfew when not needed
- x. Tidiness of room
- y. Mail opened/not given
- z. No phone, privacy, phone unavailable
- aa. Inappropriate clothing
- bb. Health concerns at facility
- cc. Consumer-to-consumer abuse
- dd. Other_____